Cambridge BULATS Online
User Guide
For
Indirect Customer

1. Indirect Customer

Any customer who does not directly deal with Cambridge ESOL, but is handled by an Agent, is said to be an Indirect Customer. The Agent will sell tests to such Customers and will register them on the online BULATS site as well. The Agent may attach an Order Limit for the indirect customer to enable such customers to order tests online. An indirect customer can perform eight main functions from his home page:

- Order Tests
- Generate Tokens
- Reactivate Token
- View and Print Results
- Order Information
- Information on Orders and Usage
- Candidate Information
- Information on Token Status

1.1 Order Tests

1) On the login page, choose the language in which you wish to interact with the application in. Then enter your Indirect Customer user name and password and click 'Login' as shown in **Fig 1.1.1.**

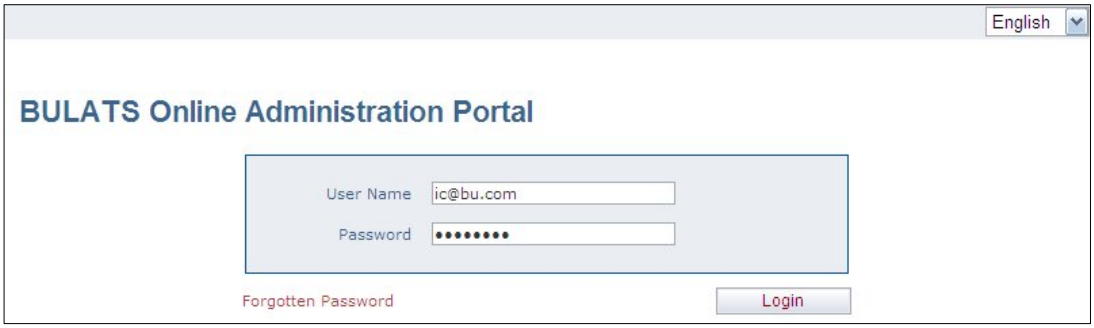


Fig 1.1.1

2) If the indirect customer and one of his test administrators share the same email address and password, the system will ask the user which of the two roles he/she wishes to login. (See **Fig 1.1.2**)

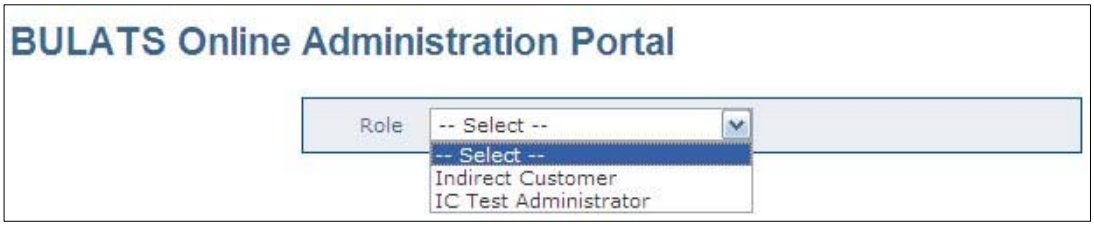


Fig 1.1.2

3) Depending on the selection in the drop down box, the user will be taken to the pages specific to that chosen role ONLY. Since this guide describes the functionalities of an indirect customer, we will assume the user chooses indirect customer.

4) After authentication, the user is taken to the landing page of the indirect customer - “Order Tests”. (See **Fig 1.1.4**)

5) On the left side of the screen, you will notice the blue menu options available for an Indirect Customer. You can click these to access the other pages available to an Indirect Customer. A screen shot of this menu is given in **Fig 1.1.3**

Fig 1.1.3

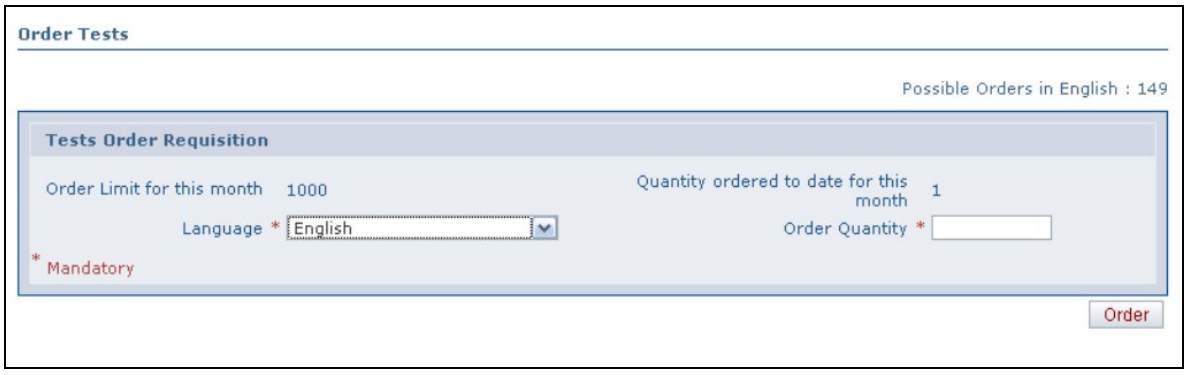


Fig 1.1.4

6) The Indirect Customer should be able to order tests online. It is to be noted that the Order Limit is for a month and whenever an Indirect Customer places an order, the system should check that the cumulative quantity being ordered for the current month does not exceed the Order Limit. If the Order Quantity of the Indirect Customer exceeds the stock available on hand, the user will receive an error message indicating the same. The user cannot proceed with his order and is required to go back and modify his inputs. To facilitate this, the message should display the quantity that is available with the Agent.

7) Enter the desired language and order quantity and click the “Order” button. A confirmation dialog is shown if the order goes through successfully (See **Fig 1.1.5**)

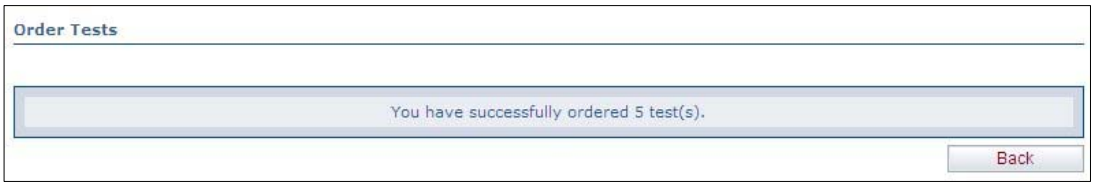


Fig 1.1.5

1.2 Generate Tokens

1) The second menu option available to an indirect customer is “Generate Tokens”. The indirect customer should be able to generate tokens when required. The number of tokens generated cannot exceed the stock available on hand. The indirect customer should be able to route the tokens generated only to the customer’s Test Administrator. This activity is possible only if the Indirect Customer has the ability to order online. Click the second blue menu option on the left side of the screen to access this page. A screen shot of this screen is shown in **Fig 1.2.1**.

Fig 1.2.1

2) Select the desired language, test administrator and quantity and then click the “Generate” button. After a short token generation process, a pop up window will appear that displays the new token details. (See **Fig 1.2.2**)

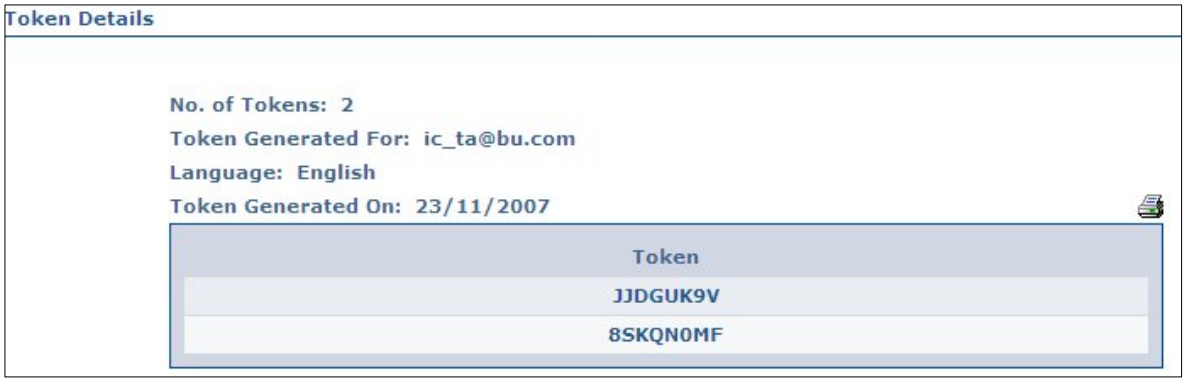


Fig 1.2.2

1.3 Reactivate Token

1) The third menu option available to an indirect customer is “Reactivate Token”. The indirect customer should be able to reactivate locked tokens of candidates who take the online test under one of his/her test administrators. Click the third blue menu option on the left side of the screen to access this page. A screen shot of this screen is shown in **Fig 1.3.1**.

Fig 1.3.1

2) Enter the token you wish to reactivate and then click the 'Search' button. A sample search result is shown in **Fig 1.3.2**

Fig 1.3.2

3) Click the “Yes” radio button and then click the “Save” button. A confirmation screen like that of **Fig 1.3.3** is shown if the token reactivation is successful.

Fig 1.3.3

1.4 View and Print Results

1) The fourth menu option available to an indirect customer is “View and Print Results”. The indirect customer should be able to view the test results of candidates who have taken the test under him. Click the fourth blue menu option on the left side of the screen to access this page. A screen shot of this screen is shown in **Fig 1.4.1**.

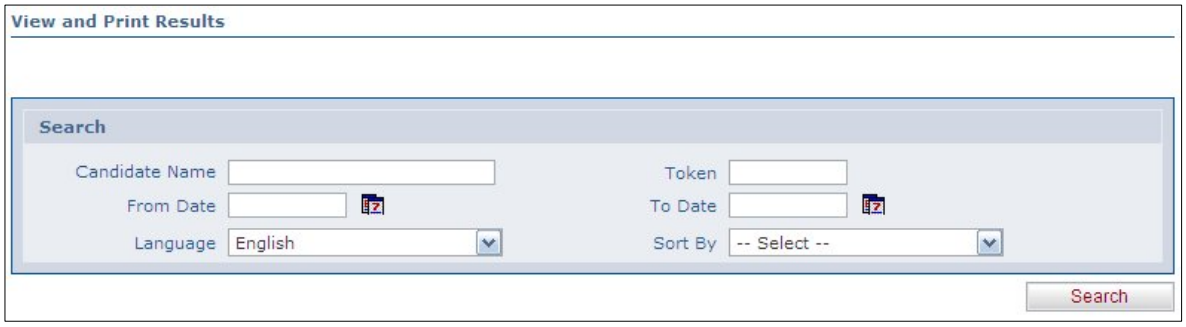


Fig 1.4.1

2) Enter the desired search criteria (Candidate Name, Token, From Date, To Date, Language and/or Sort By) and then click the “Search” button. A sample result set is shown in **Fig 1.4.2**

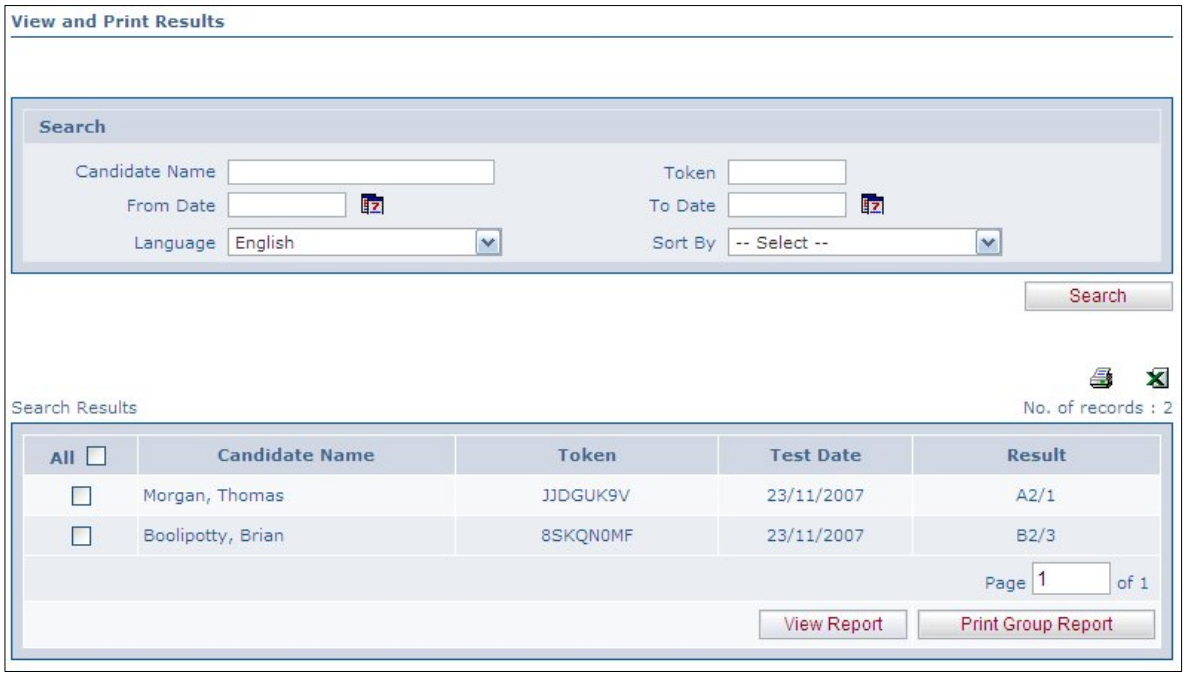
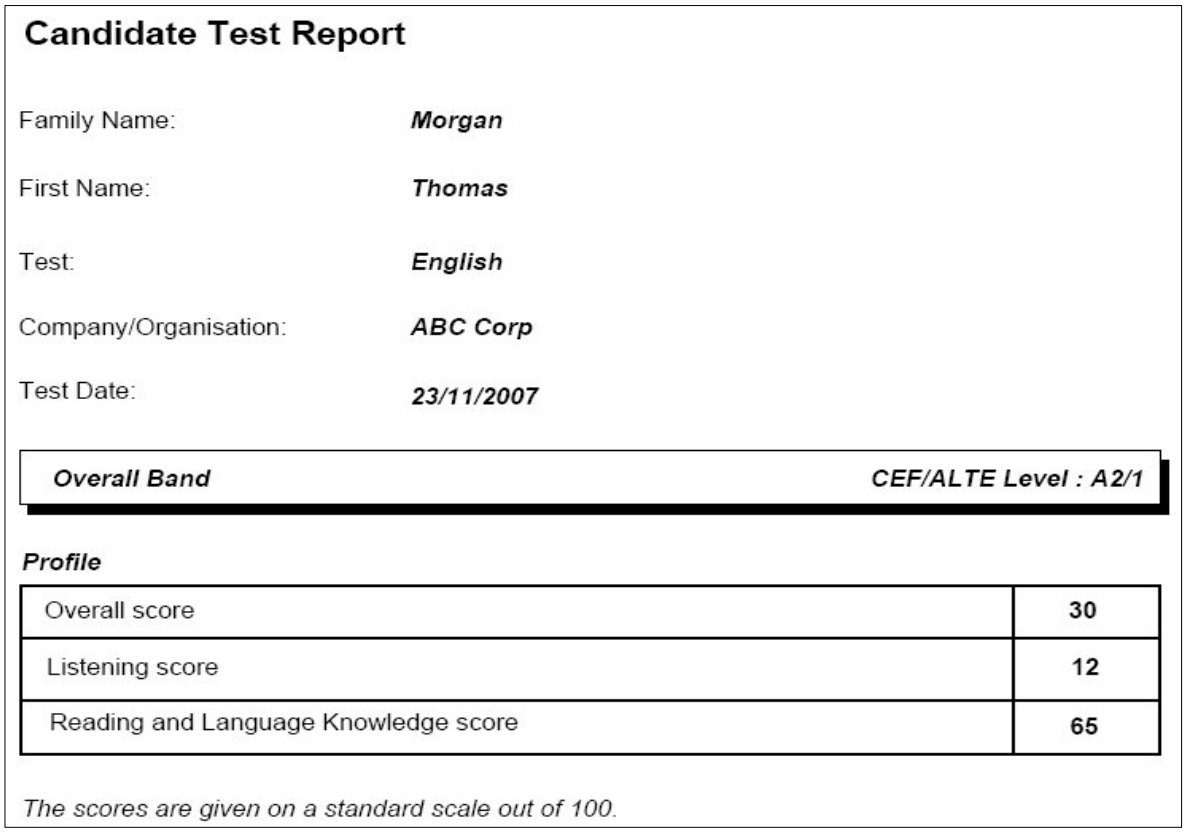


Fig 1.4.2

3) You can click the "All" check box to view the results of all the candidates shown in the results table or you can click individual check boxes to view the results of those chosen candidates only. After making your selections, you can click the "View Report" button to view individual PDF reports for each candidate as shown **in Fig 1.4.3**



Candidate Test Report

Family Name: ***Morgan***

First Name: ***Thomas***

Test: ***English***

Company/Organisation: ***ABC Corp***

Test Date: ***23/11/2007***

Overall Band	***CEF/ALTE Level : A2/1***

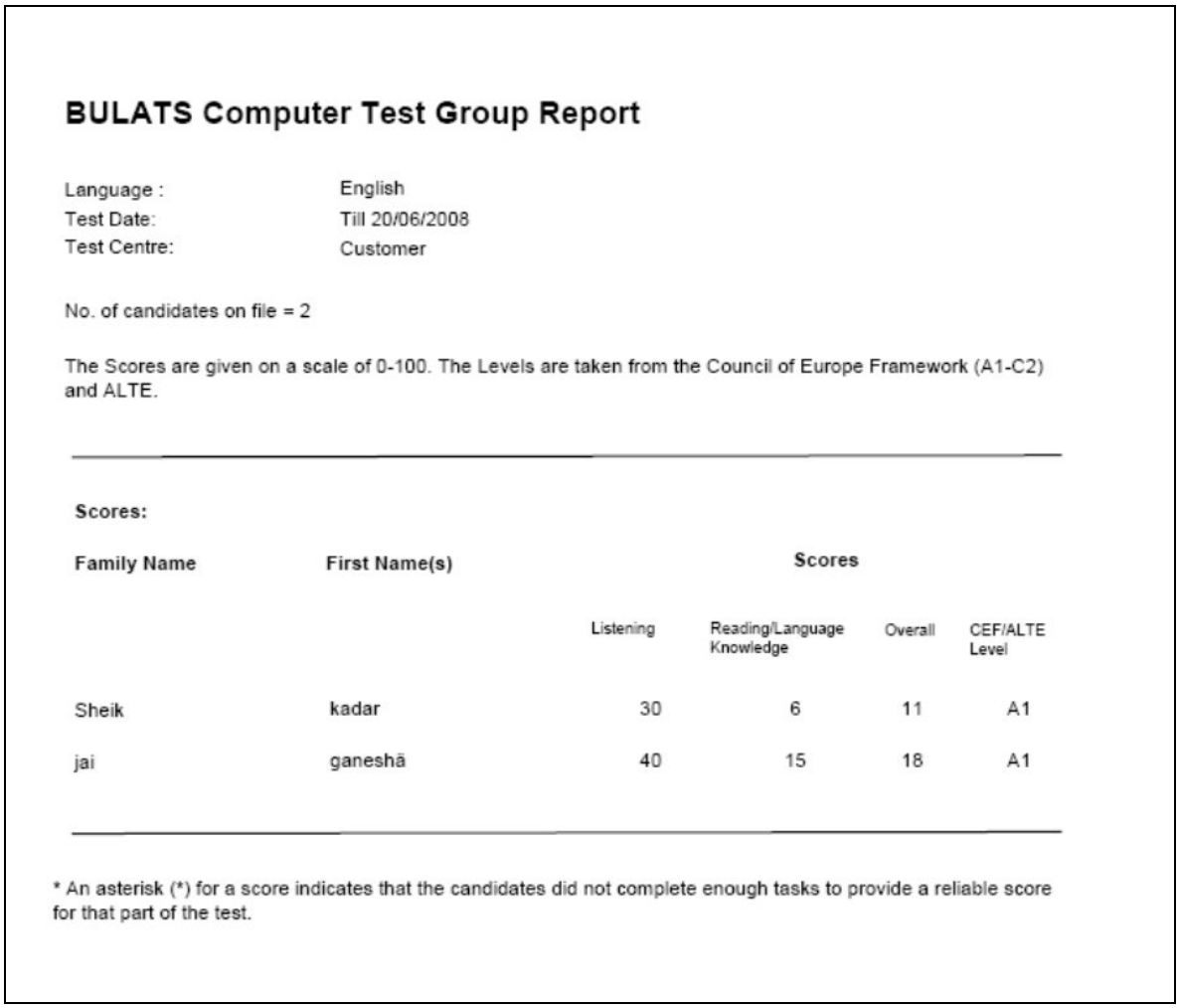
Profile

Overall score	**30**
Listening score	**12**
Reading and Language Knowledge score	**65**

The scores are given on a standard scale out of 100.

Fig 1.4.3

4) Similarly, you can click the "Print Group Report" button to a consolidated PDF of the results of all selected candidates. See **Fig 1.4.4**



BULATS Computer Test Group Report

Language : English
Test Date: Till 20/06/2008
Test Centre: Customer

No. of candidates on file = 2

The Scores are given on a scale of 0-100. The Levels are taken from the Council of Europe Framework (A1-C2) and ALTE.

Scores:

Family Name	First Name(s)	Scores			
		Listening	Reading/Language Knowledge	Overall	CEF/ALTE Level
Sheik	kadar	30	6	11	A1
jai	ganeshā	40	15	18	A1

* An asterisk (*) for a score indicates that the candidates did not complete enough tasks to provide a reliable score for that part of the test.

Fig 1.4.4

5) You can also click the print icon at the top right of the results table to print the results table or you can click the Microsoft Excel button to export the current result set to an Excel spreadsheet.

1.5 Order Information

1) The fifth menu option available to an indirect customer is “Order Information”. An Indirect Customer can view orders that he / she has placed with the Agent. The Customer can filter the details by specifying a date range for which the report is required. Click the fifth blue menu option on the left side of the screen to access this page. A screen shot of this screen is shown in **Fig 1.5.1**.

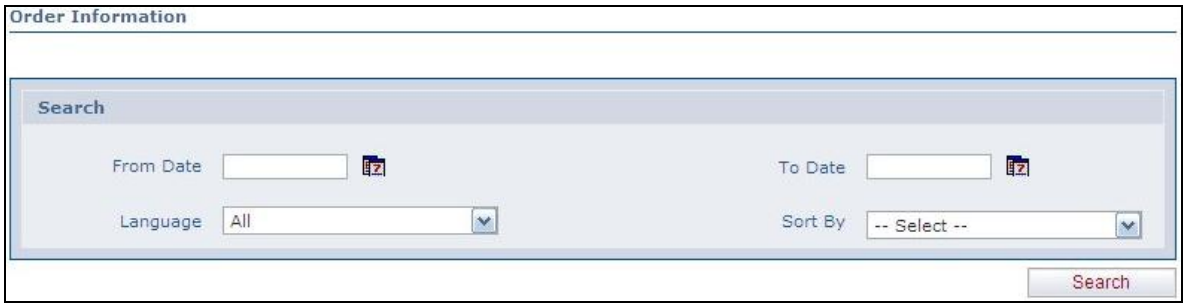


Fig 1.5.1

2) Enter the desired search criteria (From Date, To Date, Language and/or Sort By) and then click the "Search" button. A sample result set is shown in **Fig 1.5.2**

Fig 1.5.2

3) You can click the print icon at the top right of the results table to print the results table or you can click the Microsoft Excel button to export the current result set to an Excel spreadsheet.

1.6 Information on Orders and Usage

1) The sixth menu option available to an indirect customer is "Information on Orders and Usage". An Indirect Customer can view the orders that he has placed and their usage. The usage is measured as the number of tokens generated during the same period. The report produces the opening and closing balances of the tokens taking into account tokens generated and the tokens consumed. Click the sixth blue menu option on the left side of the screen to access this page. A screen shot of this screen is shown in **Fig 1.6.1**.

Fig 1.6.1

2) Enter the desired search criteria (From Date, To Date and/or Language) and then click the "Search" button. A sample result set is shown in **Fig 1.6.2**

Description	Date	Order Quantity	Usage	Balance
Language : English				
Opening Balance				0
Order Placed :	19/11/2007	54		
Tokens Generated :	19/11/2007		12	
	19/11/2007		36	
	21/11/2007		1	
Total :		54	49	
Closing Balance :				5

Fig 1.6.2

3) You can click the print icon at the top right of the results table to print the results table or you can click the Microsoft Excel button to export the current result set to an Excel spreadsheet.

1.7 Candidate Information

1) The seventh menu option available to an indirect customer is "Candidate Information". An indirect customer can search for candidates registered under him and view the information they provided during candidate registration. Click the seventh blue menu option on the left side of the screen to access this page. A screen shot of this screen is shown in **Fig 1.7.1**.

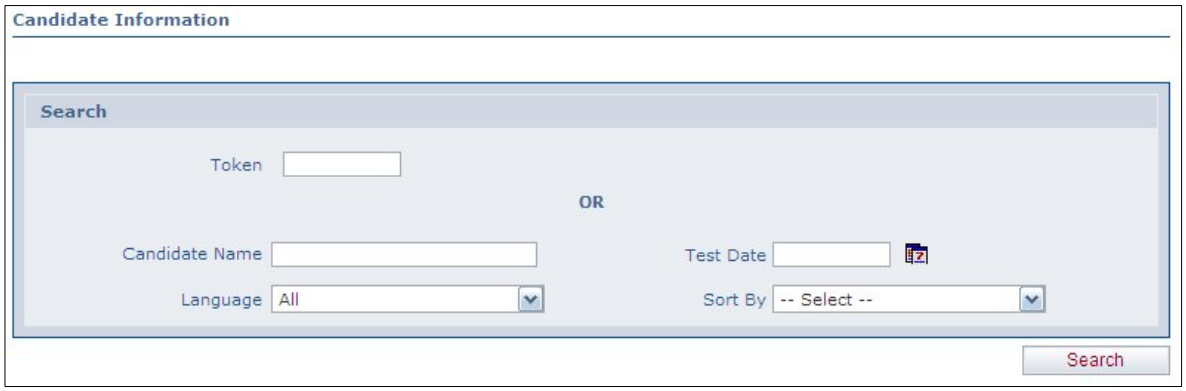


Fig 1.7.1

2) Enter the desired search criteria (Token, Candidate Name, Test Date, Language and/or Sort By) and then click “Search”. A sample result set is shown in **Fig 1.7.2**

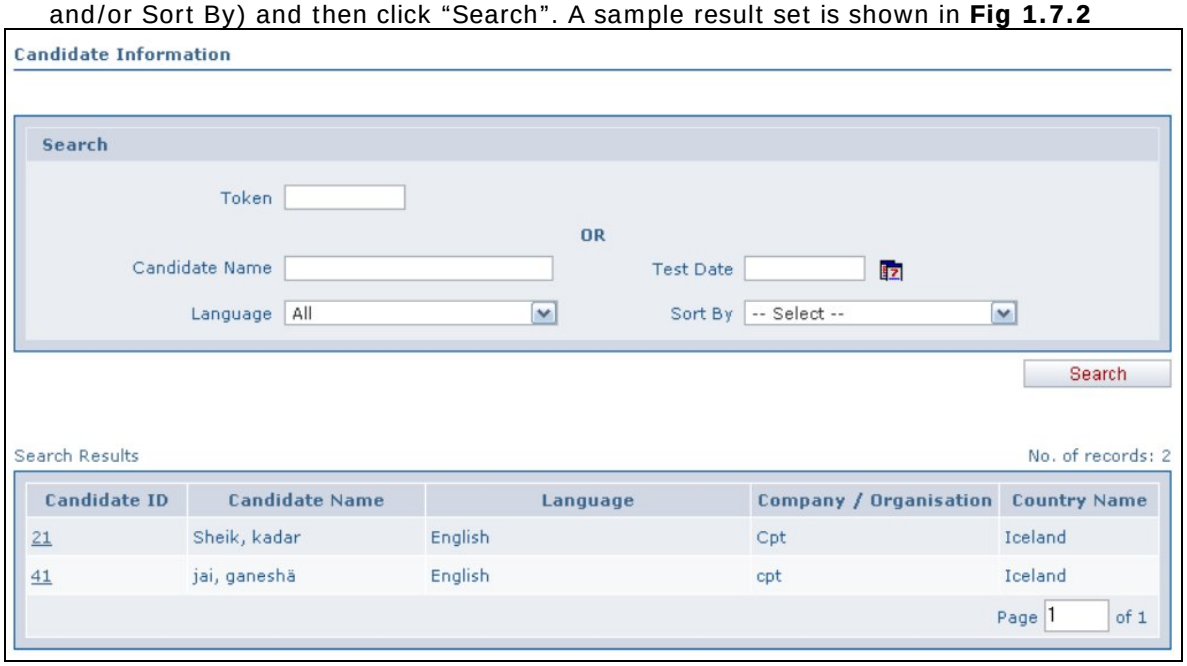


Fig 1.7.2

3) Click on one of the hyper linked candidate ids in the “Candidate Id” column of the results table to view the details of that candidate. See **Fig 1.7.3** for the details of a sample candidate.

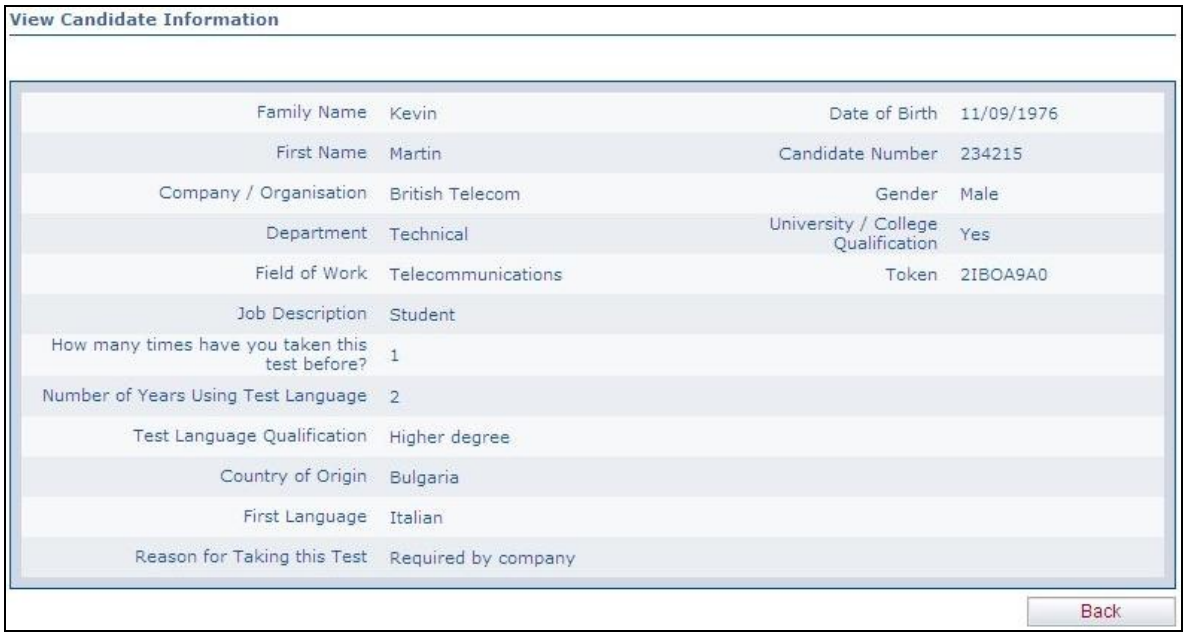


Fig 1.7.3

1.8 Information on Token Status

1) The eight and final menu option available to an indirect customer is "Information on Token Status". An indirect customer view the status of tokens that he/she generated for his test administrator(s). Click the eighth blue menu option on the left side of the screen to access this page. A screen shot of this screen is shown in **Fig 1.8.1**.

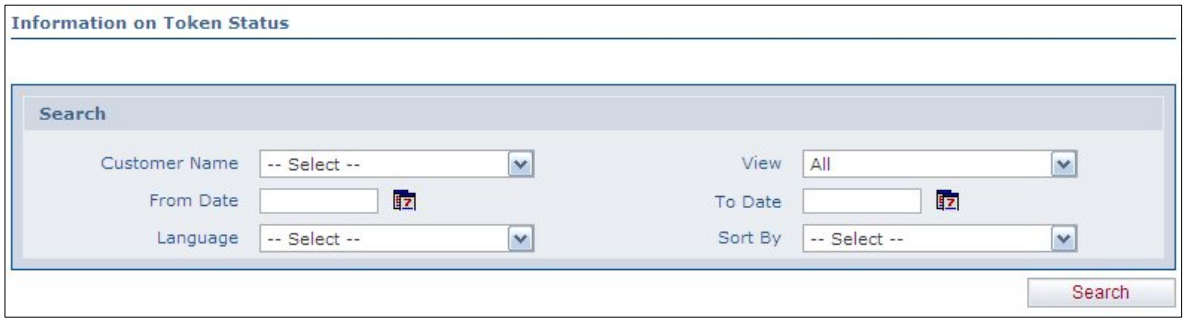


Fig 1.8.1

2) Enter the desired search criteria (Customer Name, View, From Date, To Date, Language and/or Sort By) and then click the "Search" button. A sample result set is shown in **Fig 1.8.2**

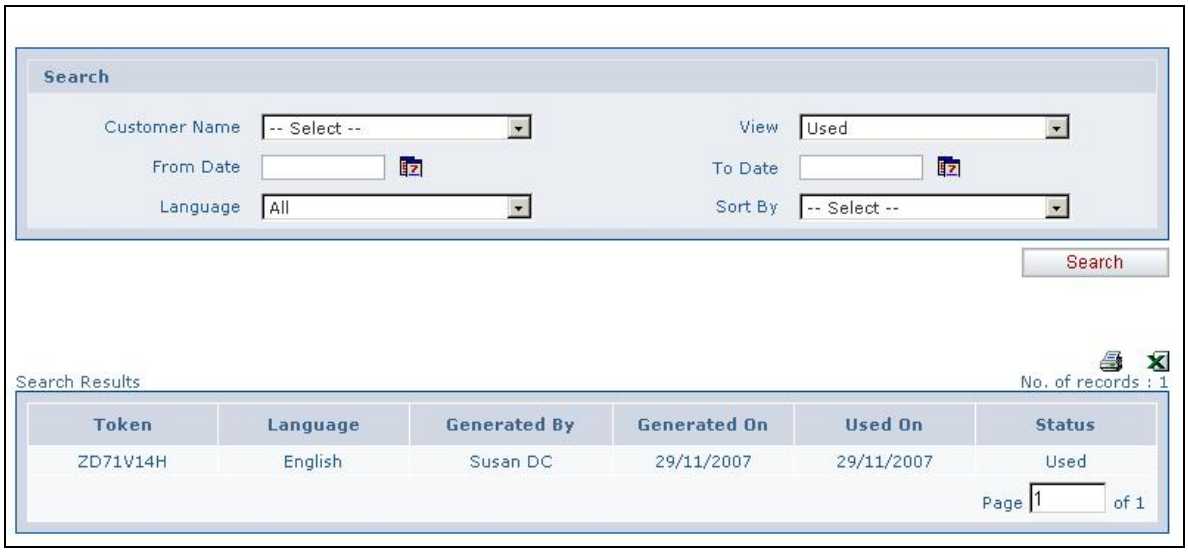


Fig 1.8.2

1.9 General Functionality

1) At the top of the screen and just to the right of the vertical blue menu, the indirect customer has 3 general options. You can click the 'Logout' link to logout of the current session.
2) You can click the 'User Guide' link to view this User Guide
3) You can click the 'Change Password' link and you will be taken to a screen which will allow you to change your password (See **Fig 1.9.1**)

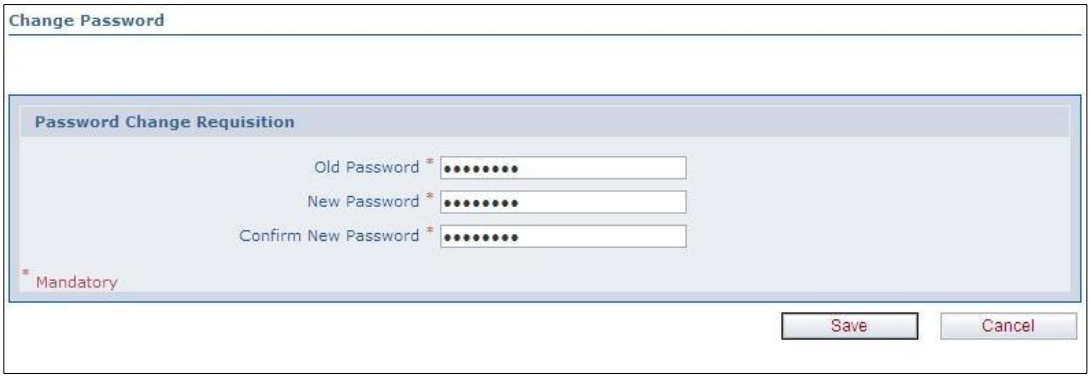


Fig 1.9.1

4) Enter your old password and new password and click the 'Save' button to update your password in the back end. A confirmation screen like that of **Fig 1.9.2** is shown.

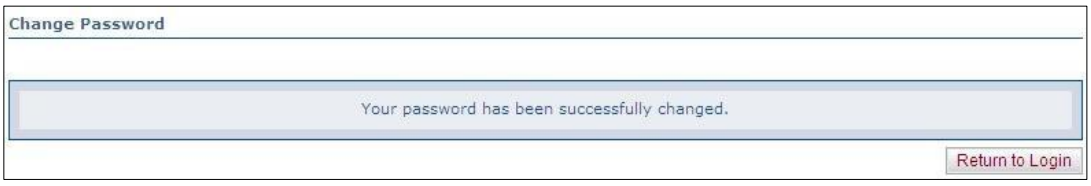


Fig 1.9.2

5) Clicking the 'Return to Login' button will log you out and return to the Login screen.
6) At the bottom left of the screen, the indirect customer has two options. You can click the 'Privacy Policy' link to view the Cambridge ESOL privacy policy.
7) You can click the 'Email Us' link to send an email to Cambridge ESOL administration.